



# PROVIDER INQUIRER

December 1<sup>st</sup>, 2004

[www.michigan.gov/mdch](http://www.michigan.gov/mdch)

## Electronic Billing

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Michigan Medicaid is encouraging all providers to submit claims electronically. The process of electronic claims will allow providers to receive more accurate and timely payments. Electronic claims should appear on a remittance advice within 7-14 business days.

As of November 1, 2004, Michigan Medicaid is only accepting the HIPAA compliant 837 v 4010A1 claim format. Any other formats that are submitted to Michigan Medicaid should reject. This allows for all HIPAA compliant claims to be processed through the Michigan Medicaid system.

Many providers are still submitting secondary and tertiary claims on the paper format. Within the electronic format, you do not need to submit an explanation of benefits (EOB) for secondary and tertiary claims. The electronic format contains more fields so the actual coinsurance and deductible amounts can be reported correctly on the claims. The paper format does not allow all of these fields so the EOB is needed. For every paper secondary or tertiary claims, these are all manually looked at and priced through claims processing.

Many billing agents, software vendors, or service bureaus should have the capabilities to submit secondary claims. Ask your electronic submitter if they are able to complete this process. If they do not believe that they can complete secondary claims, have them work with the Automated Billing Unit. The more electronic secondary claims that are submitted, the less time it will take to adjudicate paper and electronic claims.

In Michigan Medicaid's efforts to be proactive with electronic billing, we have created a new webpage within the MDCH website. This webpage has many helpful documents and information on all aspects of electronic billing. All providers and electronic submitters are encouraged to take a look at the webpage frequently for any new information that may be added.

To view the webpage, visit [www.michigan.gov/mdch](http://www.michigan.gov/mdch) >> Providers >> Information for Medicaid Providers >> Electronic Billing. Any questions on electronic billing can be emailed to [AutomatedBilling@michigan.gov](mailto:AutomatedBilling@michigan.gov).



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**What's  
New**



## Medicaid New Biller Help Sessions

Beginning January 2005, Michigan Medicaid will be starting New Biller Help Sessions. These help sessions will be broken into Professional and Institutional sessions.

Michigan Medicaid has applied to receive continuing education credits for these new sessions. These sessions will still be free of charge to all billers that are interested in participating.

The Professional help sessions will be approximately three-hour sessions and will consist of a power point presentation and an online Medicaid Manual demonstration.

The Institutional help sessions will be an all day session, which will include a power point presentation that will cover all aspects of Institutional billing.

Both sessions will be very in depth and helpful to all new billers. Michigan Medicaid will explain the claim formats and resources that are available.

If you are interested in these sessions, please continue to check for the updated schedule posted at our website, [www.michigan.gov/mdch](http://www.michigan.gov/mdch) >> Providers >> Information for Medicaid Providers >> Medicaid Billing Help Sessions.

## Billing Questions

If you have any Medicaid Billing Questions, please contact our Provider Inquiry Area at:

Toll Free Number:  
1-800-292-2550

\*Please make sure to have your Remittance Advice and claim information ready. Michigan Medicaid does not offer the capabilities to status a claim.



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## Provider Enrollment Unit

The Provider Enrollment Unit has just created a new webpage within the MDCH website. Included within this webpage are many enrollment forms and letters that the Provider Enrollment Unit uses frequently and contact information.

If you have any general questions, please check within this webpage before contacting the Provider Enrollment Unit. Michigan Medicaid is working on posting more important information within this webpage.

If there are any important provider enrollment documents or forms that you would like to see posted at this webpage, please contact Michigan Medicaid as explained within the Provider Inquirer Ideas section to the left.

## Provider Inquirer Ideas

The Michigan Department of Community Health has received many valuable comments and suggestions about our website and Provider Inquirer. **If you have any questions or comments about the Provider Inquiry Newsletter or our website, please email [ProviderSupport@michigan.gov](mailto:ProviderSupport@michigan.gov), with the subject line of Newsletter or Provider Updates.**

Also, please be sure to frequently check out the Provider Updates link on our website for important information. We are continuously adding new information and links to that webpage.

To view the Provider Updates webpage, go to:  
[www.michigan.gov/mdch](http://www.michigan.gov/mdch) >> Providers >>  
Information for Medicaid Providers >> Provider Updates



## Happy Holidays!

The State of Michigan offices will be closed:  
Thursday, December 23, 2004 – Christmas Break  
Friday, December 24, 2004 – Christmas Eve  
Thursday, December 30, 2004 – New Years Break  
Friday, December 31, 2004 – New Year's Eve

